

Fairfax County Department of **FAMILY SERVICES**



PROGRAMS & SERVICES GUIDE

- Adult and Aging Programs
- Child Care
- Services for Children, Youth and Families
- Disability Resources
- Public Assistance and Employment Services
- Volunteer Opportunities



PROGRAM GUIDE

MISSION

Promote self sufficiency. Protect the vulnerable.
Educate children, individuals, families and the community.

VISION

The Department of Family Services envisions
a safe, prosperous, educated and healthy
community for all who live here. The department
is recognized as an essential catalyst in moving
our community toward that vision.

INTRODUCTION

About the Department of Family Services.....2

OFFICE LOCATIONS.....3

PROGRAMS & SERVICES.....4

Adult and Aging.....4

Adult and Aging Services.....4

Fairfax Area Agency on Aging.....4

Disability Services Planning and Development.....5

Children, Youth and Families.....6

Self-Sufficiency.....8

Employment.....8

Public Assistance.....8

Office for Children.....10

Office for Women.....11

ADVISORY GROUPS.....11

VOLUNTEER OPPORTUNITIES

Serving Children and Families.....12

Serving Adults Age 60 and older.....13

Fairfax County

Department of Family Services

12011 Government Center Parkway
Fairfax, VA 22035-1102

Client Services 703-324-7500

Administrative Offices 703-324-7800

TTY 703-222-9452 • Fax 703-222-9487

www.fairfaxcounty.gov/dfs

INTRODUCTION

ABOUT THE DEPARTMENT OF FAMILY SERVICES

The Fairfax County Department of Family Services offers a wide range of community programs and services for residents of Fairfax County and the cities of Fairfax and Falls Church. Offices are conveniently located in Fairfax, Falls Church, Reston and the Richmond Highway/Alexandria area.

Our services include:

- Protecting the vulnerable – children, seniors and adults with disabilities.
- Providing affordable, quality child care and resources for early childhood education.
- Helping seniors and adults with disabilities maintain their independence.
- Helping individuals and families become self-sufficient.
- Supporting and strengthening families.

Many programs administered by the county's Department of Family Services receive federal and/or state funding and have specific eligibility requirements.

Department of Family Services staff includes:

- Community education and prevention specialists.
- Early childhood education specialists, child care providers and preschool teachers.
- Eligibility (public assistance) specialists.
- Employment and training specialists.
- Geriatric specialists.
- Social workers.

Other staff members work in areas such as planning, budget and financial support; legislative and policy development; data and program research; staff development and training; and community education.

Community volunteers participate in many of the department's programs and serve on county boards, authorities and commissions helping to guide and carry out its important work.

OFFICE LOCATIONS

FAIRFAX

The Pennino Building
12011 Government Center Parkway, Fairfax, VA 22035
703-324-7500; TTY 703-222-9452

FALLS CHURCH

6245 Leesburg Pike, Falls Church, VA 22044
703-533-5300; TTY 703-533-5316

RESTON

Cameron Glen
1850 Cameron Glen Drive, Reston, VA 20190
703-481-4025; TTY 703-742-0350

Lake Anne Office Building
11484 Washington Plaza West, Reston, VA 20190
703-787-4900; TTY 703-707-9346

RICHMOND HIGHWAY / ALEXANDRIA AREA

South County Government Center
8350 Richmond Highway, Alexandria, VA 22309
703-704-6353; TTY 703-799-3435



TTY Information

Throughout this booklet, all county telephone numbers listed include a corresponding "TTY" number. This refers to a "text telephone" that enables people with speech or hearing disabilities to communicate with the Family Services staff via telephone.

Language Services

Language interpretation services (including sign language) are available at no cost to clients. Many Family Services public information materials are available in multiple languages.

For more information on the programs and services of the Fairfax County Department of Family Services, call 703-324-7500; TTY 703-222-9452.

www.fairfaxcounty.gov/dfs

PROGRAMS AND SERVICES

ADULT AND AGING

ADULT AND AGING SERVICES

703-324-7948 • TTY 703-449-1186

www.fairfaxcounty.gov/dfs

Helps older adults 60 and over, and adults over the age of 18 with disabilities. Programs maximize independence and enhance family and social supports with an emphasis on community education and volunteer resources.

Adult Protective Services • 703-324-7450 • TTY 703-449-1186

Investigates suspected abuse, neglect, or exploitation of incapacitated persons 18 years or older, or adults 60 years or older who live in their own home or in a facility. Provides case management for adults who are at risk of being abused, neglected or exploited.

Adult Services • 703-222-0880 • TTY 703-449-1186

Provides case management including needs assessments, care plans, coordination and authorization of services, follow-up and reassessments. Services are provided based on income and need.

Preadmission Screenings • 703-222-0880 • TTY 703-449-1186

Determines functional eligibility of individuals who apply for auxiliary grants for assisted living facilities or Medicaid funding for nursing homes or community-based care.

FAIRFAX AREA AGENCY ON AGING

703-324-5411 • TTY 703-449-1186 • Fax 703-449-8689

www.fairfaxcounty.gov/aaa

Represents and supports persons age 60 and over and their caregivers.

Aging, Disability and Caregiver Resources

703-324-7948 • 703-449-1186 • Fax 703-449-8689

Provides information to older adults, caregivers and people with disabilities about services such as home-delivered meals, home care, respite services, transportation, housing and legal services.

Community Education

703-324-5411 • 703-449-1186 • Fax 703-449-8689

Provides the monthly *Golden Gazette* newspaper, a list of speakers available to attend community events, and the electronic newsletter *Caregiver's Corner Online*.

ElderLink

703-324-5374 • 703-449-1186 • Fax 703-449-8689

www.fairfaxcounty.gov/aaa/ElderLink/

For older adults and their caregivers, provides assessments, consultation and case management.

Home-Delivered Meals and Nutritional Supplement

703-324-5411 • 703-449-1186 • Fax 703-449-8689

www.fairfaxcounty.gov/aaa/homenutrition.htm#homedelmeals

Delivers meals to homebound older adults and to adults with disabilities. Nutritional supplements are provided with a physician's prescription to low-income individuals with special nutritional needs.

Northern Virginia Long-Term Care Ombudsman Program

703-324-5861 • 703-449-1186 • Fax 703-449-8689

www.fairfaxcounty.gov/aaa/ombud/

Helps ensure quality of care for residents at licensed nursing homes, assisted living facilities, adult day health care centers, and for recipients of home care services.

Virginia Insurance Counseling and Assistance Program

703-324-5851 • 703-449-1186 • Fax 703-449-8689

www.fairfaxcounty.gov/aaa/vicap.htm

Volunteer program assists older adults with health insurance issues.

Volunteer Solutions

703-324-7948 • 703-449-1186 • Fax 703-449-8689

Volunteers assist with a variety of services including grocery shopping, transportation, minor home repair, visiting, and seasonal yard work.

DISABILITY SERVICES PLANNING AND DEVELOPMENT

703-324-5421 • TTY 703-449-1186 • Fax 703-449-8689

www.fairfaxcounty.gov/dsb/

Helps persons with physical and sensory disabilities maximize their opportunities and gain access to programs related to their needs.

CHILDREN, YOUTH AND FAMILIES

703-324-7500 • TTY 703-222-9452

www.fairfaxcounty.gov/dfs

The following programs and services are designed to:

- Protect children from harm.
- Prevent child abuse and neglect.
- Help families remain together safely.
- Support families to ensure normal development and long-term emotional and physical health of children.

Adoption Services

703-324-7639 • TTY 703-222-9452

Placement services for children; adoption counseling for birth parents; post-adoption support services for families of children with special needs.

Child Protective Services

703-324-7400 • TTY 703-222-9452

Investigation and assessment in response to complaints of child abuse and neglect; support services for families at risk. The CPS HOTLINE – 703-324-7400 (24 hours) or TTY 703-222-9452 – receives reports of suspected abuse and neglect, as well as requests for guidance and information, and provides referrals to counseling resources and support services.

Family Preservation Services

703-324-7500 • TTY 703-222-9452

Comprehensive assessment and case management services for families to prevent child abuse, neglect and out-of-home placement of children.

Foster Care

703-324-7639 • TTY 703-222-9452

Placement and supervision of abused, neglected or dependent children and youth (from infancy to age 18) who have been separated temporarily from their parents and placed in the legal custody of Family Services.

Housing

Emergency Housing

703-222-0880 • TTY 703-222-9452

Temporary emergency shelters and social services for homeless county residents.

Partnership for Permanent Housing

703-219-2181 • Virginia Relay 711

Case management and supportive services for homeless families, with the goal of helping them achieve home ownership.

Transitional Housing

Temporary housing for homeless families, with the goal of helping them achieve self-sufficiency.

Child Abuse Prevention Programs

703-324-7720 • TTY 703-222-9452

The following programs focus on preventing child abuse and neglect through family strengthening and parenting education in community-based settings.

Programs include:

BeFriend-A-Child: Adult volunteers provide companionship and guidance to children 5 - 12 who have been, or are at risk of being, abused or neglected.

BeFriend-A-Parent: Volunteers befriend a DFS client to listen, learn and work together on parenting and personal needs and skills, and to build a trusting mentor relationship.

Blue Ribbon Campaign to Prevent Child Abuse and Neglect:

A public awareness campaign to keep children safe from abuse and neglect.

Family Resource Centers: Drop-in neighborhood centers with programs and services to help strengthen families.

Healthy Families Fairfax: Home-visiting services to new parents to help increase the likelihood of a child's healthy birth and development.

Nurturing Parenting Program: Group classes teach parenting skills to help strengthen and promote healthy family relationships and family functioning. The program involves parents and children simultaneously.

Neighborhood Networks: Connects families who are facing significant challenges to neighborhood resources so they can become stabilized and serve as resources to others in their own neighborhood.

SELF-SUFFICIENCY

www.fairfaxcounty.gov/dfs

Provides employment services and public assistance to help individuals and families become self-sufficient and secure a more stable family life.

Employment Services

Fairfax: 703-324-7280 • TTY 703-222-9452

Falls Church: 703-533-5400 • TTY 703-533-5316

South County: 703-704-6286 • TTY 703-799-3435

North County: 703-787-4974 • TTY 703-222-9452

www.fairfaxcounty.gov/dfs/employmenttraining/etonweb.htm

Job seeker services include case management, career assessments, supportive services, and access to job training. The Business Services Team works with employers to coordinate job fairs and an annual Career Expo.

Temporary Assistance for Needy Families (TANF) and Virginia Initiative for Employment not Welfare (VIEW)

Fairfax: 703-324-7602 • TTY 703-222-9452 • Fax 703-324-8180

Falls Church: 703-533-5494 • TTY 703-533-5316 • Fax 703-237-5860

South County: 703-704-6332 • TTY 703-799-3435 • Fax 703-704-6467

North County: 703-324-7602 • TTY 703-222-9452 • Fax 703-324-8180

- **TANF**

www.fairfaxcounty.gov/dfs/factsheets/tanf.htm

Provides temporary cash assistance to low-income families with children under 18 years old.

- **VIEW**

www.fairfaxcounty.gov/dfs/factsheets/view.htm

Helps parents who are receiving TANF prepare to enter, succeed and advance in the workplace.

Energy Assistance Program

Fairfax: 703-324-7500 • TTY 703-222-9452 • Fax 703-324-7757

www.dss.virginia.gov/benefit/ea/index.html

Helps low-income households pay their heating and cooling bills.

The following programs can be reached using the following phone numbers:

Fairfax: 703-324-7500 • TTY 703-222-9452 • Fax 703-324-7757

Falls Church: 703-533-5300 • TTY 703-533-5525 • Fax 703-533-5525

South County: 703-704-6353 • TTY 703-704-6685 • Fax 703-704-6467

North County: 703-787-4900 • TTY 703-707-9335 • Fax 703-707-9335

Food Stamp Program

www.dss.state.va.us/benefit/foodstamp.html

Provides a card to low-income individuals and families to help them buy food at local grocery stores.

Medicaid or FAMIS-Plus Program

Long-Term Care and Medicaid Waiver phone number: 703-324-7504

www.fairfaxcounty.gov/dfs/factsheets/medicaid.htm

Helps with medical care for low-income elderly, blind and disabled individuals; pregnant women; needy children and their caretakers; and refugees when they first enter the U.S.

Family Access to Medical Insurance Security (FAMIS) Program

www.famis.org/welcome.cfm?lang=English

Medical coverage for children whose families have no other health insurance and whose incomes, although low, exceed the income requirements for Medicaid/FAMIS-Plus.

State-Local Hospitalization (SLH) Program

www.dmas.virginia.gov/rcp-SLH_information.htm

Helps low-income individuals pay hospital bills.

General Relief Program

www.dss.virginia.gov/benefit/gr/index.html

Provides a monthly check to low-income, temporarily disabled adults, and to needy children living with non-relatives.

Refugee Assistance Program

www.dss.virginia.gov/family/ons/index.html

Provides a monthly check to low-income refugees and asylees during their first eight months in the U.S.

Auxiliary Grant Program

www.dss.virginia.gov/family/auxgrant.html

Provides a monthly check to Supplemental Security Income (SSI) recipients and other elderly, blind or disabled people who live in assisted living facilities or in approved adult foster homes.

OFFICE FOR CHILDREN

703-324-8000 • TTY 711

www.fairfaxcounty.gov/ofc

Advances the care, education and healthy development of children from birth to 12 years old.

Child Care Assistance and Referral

703-449-8484 • TTY 711

Helps families find and pay for child care.

Head Start and Early Head Start

703-324-8290 • TTY 711

A federal/local child development program for pregnant women and children up to the age of five from low-income families. Provides comprehensive health and social services for families and educational programs for children.

Fairfax Futures

703-324-8126 • TTY 711

A nonprofit organization dedicated to strengthening early childhood education in Fairfax County by raising support as well as private investment.

Institute for Early Learning

703-324-3044 • TTY 711

Offers professional development classes to improve the skills and competencies of child care center staff and family child care providers.

Permits and Regulations

703-324-8100 • TTY 711

Provides technical assistance and home inspections to ensure that family child care homes meet the requirements of the Home Child Care Permit.

School Age Child Care

703-449-1414 • TTY 711

Offers fun, safe and educational care for 5 - 12 year-olds before school, after school and during school vacations.

School Readiness Collaborative

703-324-8053 • TTY 711

Brings community partners together to improve the quality of child care so children are ready to succeed when they start school.

U.S. Department of Agriculture (USDA) Child Care Food Program

703-324-8100 • TTY 711

Helps child care providers plan and pay for the nutritious meals for children in their care.

OFFICE FOR WOMEN

703-324-5730 • TTY 703-324-5706 • Fax 703-324-3959

www.fairfaxcounty.gov/ofw

Goals:

- Promote the full equality of women and girls in Fairfax County.
- Advise the Board of Supervisors on the concerns of Fairfax County's women and girls.
- Present possible solutions to problems that affect women and girls.
- Effect long-term change through public education, policy reform and building community partnerships.

ADVISORY GROUPS

The advisory groups listed below provide support and oversight to the work and mission of the Department of Family Services. Some are mandated by federal, state or local laws or by the Fairfax County Board of Supervisors. Members of the various advisory groups are appointed by local or other officials.

- Advisory Social Services Board (ASSB)
- Child Care Advisory Council (CCAC)
- Community Action Advisory Board (CAAB)
- Fairfax Area Commission on Aging (FA-COA)
- Fairfax Area Disability Services Board (FA-DSB)
- Fairfax County Commission for Women
- Head Start Parent Policy Council
- Northern Virginia Workforce Investment Board (NVWIB)
- School Age Child Care Parent Advisory Council (SACCPAC)

For more information on citizen participation in Fairfax County government, contact the **Office of the Clerk to the Board**, 703-324-3151; TTY 703-324-3903 or the supervisor for your district.

More information is available at www.fairfaxcounty.gov/bacs/

VOLUNTEER OPPORTUNITIES

VOLUNTEER PROGRAMS SERVING CHILDREN AND FAMILIES

BeFriend-A-Child: Adult volunteers provide companionship and guidance to children 5 - 12 who have been, or are at risk of being abused or neglected. Volunteers commit to the program for one year. Call 703-324-7072; TTY 703-324-9452.

BeFriend-A-Parent: Volunteers befriend a DFS client to listen, learn and work together on parenting and personal needs and skills, and to build a trusting mentor relationship. Volunteers must commit to the program for at least six months. Call 703-324-7871; TTY 703-324-9452.

Fairfax Families4Kids: Volunteers mentor youth who are in need of adoptive families. Volunteers and youth have contact twice a month. Volunteers also help organize monthly events in the community promoting opportunities for youth and prospective adoptive parents and mentors to meet. Volunteers make a two-year commitment. Call 703-324-7656; TTY 703-324-9452.

Family Resource Centers: Volunteers perform a variety of duties that serve families and children in neighborhood centers. Positions include program assistants, tutors, small group facilitators and child care providers. One-time and ongoing volunteer opportunities available. Call 703-324-7871; TTY 703-324-9452.

Foster Parenting: Foster parents provide support and care for children in foster care. Ongoing support and training are provided, as well as a monthly stipend for the child's expenses. Call 703-324-7639; TTY 703-324-9452.

Nurturing Parenting Program: Volunteers facilitate group classes that teach parenting skills to help strengthen and promote healthy family relationships. Volunteers may work with parents or children. Call 703-324-7871; TTY 703-324-9452.

OFFICE FOR CHILDREN VOLUNTEER OPPORTUNITIES

Head Start: Uses volunteers to read to children age 0 to 5; assist teachers with administrative preparations; go on field trips; and other activities. Volunteers must successfully pass a background screening and provide proof of a negative TB test. To apply, call 703-324-8290; TTY 711.

Provider Services: The Office for Children issues the Family Home Child Care permit to Fairfax County residents who want to care for children in their homes. Volunteers work alongside employees in making phone calls and completing surveys; stuffing envelopes;

labeling mail; making copies, compiling training and informational packets; updating databases; and scanning documents into a storage system. Volunteers may also be invited to help staff information tables at community events. To apply, call 703-324-8100; TTY 711.

VOLUNTEER PROGRAMS SERVING ADULTS AGE 60 AND OLDER

703-324-5406 • TTY 703-449-1186

Cluster Care Program: Individuals, faith-based organizations, companies and organizations volunteer with seniors 60+ and adults with disabilities. Enhances the lives of clients in need, offsets the cost of home-based care, and brings the community closer together.

Friendship Senior: Volunteers visit socially isolated adults, age 60 and older, to provide companionship and emotional support.

Korean Senior Information Line: Volunteers offer telephone assistance to Korean-speaking older adults who need resources and services.

Northern Virginia Long-Term Care Ombudsman Program: Volunteers advocate for the needs and rights of residents of licensed nursing homes and assisted living facilities – a weekly four-hour commitment.

Meals on Wheels: Volunteers deliver meals to homebound area residents. Commitment can adjust to meet volunteer's availability.

Nutritional Supplement Program: Volunteers pick up nutritional supplements once a month at a predetermined site and deliver to homebound individuals. This is a six-month commitment.

Pets on Wheels: Trained volunteers bring pets to visit area nursing homes and assisted living facilities to provide the residents with companionship and affection.

Telephone Reassurance: Volunteers make a social telephone call once a week to an older person.

Virginia Insurance Counseling and Assistance Program: Trained volunteers help older adults understand Medicare rules and HMO plans, Medigap policies, and long-term care insurance; and help them file medical insurance claim forms.

Volunteer Home Services for Seniors: Volunteers are "on call" to provide services, such as grocery shopping, household tasks, minor home maintenance, transportation (to medical appointments and errands), and yard work.

More information about the Department of Family Services is provided in the annual report of the Advisory Social Services Board, available on the Fairfax County Web site at www.fairfaxcounty.gov/dfs. The report is also available in hard copy or in an alternate format by calling 703-324-5870; TTY 703-222-9452.



Fairfax County Department of Family Services
12011 Government Center Parkway
Fairfax, VA 22035-1102

For more information on the programs and services
of the Fairfax County Department of Family Services, call
703-324-7500 • TTY 703-222-9452
www.fairfaxcounty.gov/dfs



Fairfax County is committed to a policy of nondiscrimination
in all county programs, services and activities and will
provide reasonable accommodations upon request. To
request this information in an alternate format,
please call 703-324-5870; TTY 703-222-9452.

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